

o11ycon 2018

Discussion findings

Lightning talks presenting our OSSD (Open Space-Style Discussion) Sessions

Thanks to the amazing attendees who came to a conference and were told in the morning that not only did we have to carve out what our industry means when we talk about observability, but also throw together a slide deck about it by the end of the day. This is what we made together.

Onboarding with Observability

“Humans are great at telling stories,
what is our story?”

Summary What did we talk about? Why is this topic interesting?

How do we teach the systems that we build? How do we approach on-call onboarding to teach observation systems and runbooks?

Interesting takeaways Compelling conclusions! Surprising realizations! Relatable tips!

- Documentation and runbooks are “always out of date” or “dangerously wrong” if not used and updated regularly
- Somehow we teach other things just fine... how are they different?
- Software is made of “Dark Matter” that is hard to observe without investment

Call to action How we'll apply our findings, change our behaviors, etc

1. Onboarding and learning is constant and ongoing, measure its success as part of engineering.
2. Use the “buddy system” in onboarding and on-call. Scale up responsibility... responsibly.
3. Documentation becomes stale when things change: create process and cadence to change it too
4. Knowledge of a system is how alive it is. Treat it like a CDN. Build competency in teaching the oral tradition.
5. Leave “breadcrumbs” everywhere. Link to tickets and Github and docs in everything. Increase contextual density.

o11ycon slack discussion channel: #onboarding_with_o11y

Link to notes: <https://qoo.gl/TKEzp9>